

Pay by Phone Resident Visitor Parking Account Guidance Notes - Keep for Your Records



See www.richmond.gov.uk/parking for the latest information

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Eligibility

Your address

To qualify for a pay by phone resident visitor parking account your address as given on your application form must

- Not already have a current pay by phone resident visitor parking account, or scratch card resident visitor parking permits
- Be within the controlled parking zone as defined by the Parking Places Order for that zone
- Be your 'usual place of abode' i.e., you must normally spend at least 4 days each week living and sleeping at the premises. Having an office, shop or hotel in the zone does **not** entitle you to resident visitor parking
- Not have a restriction on the issue of resident visitor parking as a result of a planning agreement under Section 106 of the Town and Country Planning Act 1990 as amended.

Your telephone number

When you apply you **must** provide a telephone number without caller ID blocking, preferably a mobile phone. This will be used by the RingGo system to identify you once your application has been processed and your account created by the Council.

You can store up to a maximum of 5 telephone numbers with which to purchase visitor parking.

Period

Once your application has been approved and your account created by the Council, you will be able to purchase pay by phone resident visitor parking sessions for 12 months from the date of registration.

Number of parking sessions

Each household is entitled to a maximum of 120 pay by phone resident visitor parking sessions during the 12 months the account is valid, unless otherwise authorised by the Council.

Parking for traders can be arranged using the separate Traders parking application form. This will not affect your household session limit.

Over 60's discount

If you are over 60 and can provide proof of age then you will be entitled to a 50% discount on the normal price of pay by phone resident visitor parking sessions.

Your visitor's vehicle

Must be a passenger vehicle or a goods carrying vehicle the overall height of which does not exceed 2.28 metres and the overall length of which does not exceed 5.25 metres, or a mechanically propelled invalid carriage.

How to apply

All applications must be completed and **signed** and submitted with copies of your proofs (where needed). Unsigned forms or those without proofs (where needed) will not be processed. **Only one pay by phone resident visitor parking account is permitted per household, and scratch card resident visitor parking permits will not then be available.**

Via email: scan and send to parkingpermits@richmond.gov.uk.

By post: Parking Permits, PO Box 466, Twickenham TW1 9JT

Proofs

The Council must be satisfied when you are applying for or have been granted a pay by phone resident visitor parking account, that you are entitled to it, i.e.

- That you are a resident of the relevant controlled parking zone, meaning you live and sleep four or more nights per week at a property within the zone
- That you can prove your age if you are claiming the 50% over 60's discount.

Although we may not ask for proofs on application or renewal, the Council may request proofs at any time. If you cannot prove continued eligibility then the Council will cancel your pay by phone resident visitor parking account.

Parking session duration and cost

Each session purchased will enable your visitor to park in your zone as below

Zone	Duration and Cost
A1 – Richmond Town and A2 – Richmond Hill	1 session costs £3.00 or £1.50 with over 60's discount and is valid for one half day
A3 – South East Richmond; B – Hammersmith Bridge; C – Cole Park; CB – Central Barnes; CR – South West Twickenham; D – Central Twickenham; F – East Twickenham; G – The Alberts; H – Hampton Court; HM – Heatham Area; KC – North Kew; KS – Kingsway; N – North-East Richmond; M1 – Vicarage Road; S – St Margarets South; S1 – Orleans; S2 – St Margarets North; SH – Strawberry Hill; SH/WT – Strawberry Hill/West Twickenham; T – Teddington (Waldegrave Road only); T1 – North Teddington; WR – Whitton Road; WT – West Twickenham; X – Hampton Wick; Z1 – Elleray Road; Z2 – Ferry Road; Z3 – Bracken Gardens; Z5 – First Cross Road	1 session costs £1.50 or 75p with over 60's discount and is valid for one half day
B1 – North Barnes; B2 – White Hart Lane South; E – South Twickenham; ES – East Sheen; J – Townshend; KA – Kew; KB – South Kew; M – Mortlake; S3 – St Margarets Riverside; T – Teddington; WC – Whitton Central; WS – Whitton South; X1 – Broom Park; Z4 – Southfield Gardens	1 session costs £1.50 or 75p with over 60's discount and is valid for one full day

You will be charged a local call rate for booking parking sessions. If you have opted for confirmation and/or reminder texts to be sent by RingGo then there will be additional charges.

How to book a pay by phone resident visitor parking session

You will need to provide

- Your visitor's vehicle registration, colour and make
- What period your visitor will be parking for
- Your payment card details.

You can book a session up to 30 days in advance, and can book up to 20 consecutive sessions, i.e. from 1/2 to 10 days where sessions are valid for only 1/2 day, or from 1 to 20 days where sessions are valid for 1 day.

Booking by telephone

Call **020 3046 0005** from one of your registered telephone numbers and follow the instructions. If your number is not recognised the call will terminate. Should this problem persist then contact the Council using the details under **More information** to check that your registered details are correct.

Booking on the internet

Once you have booked a parking session using your nominated telephone for the first time, you will be sent a text (or voice text to landlines) with a PIN; this can be used to log into your online account.

Go to **www.MyRingGo.co.uk/bookrvp** and enter your primary contact number and PIN. Follow the steps to select your zone, vehicle, parking period and make payment.

Managing your account on the internet

Once you have booked a parking session using your nominated telephone for the first time, you will be sent a text (or voice text to landlines) with a PIN; this can be used to log into your online account:

- Go to the website **www.MyRingGo.co.uk** and enter your phone number and PIN under 'Login'.
- When you are first registered with RingGo the Council will have provided basic details from your application form. You can update these online to provide additional information such as your name, alternative telephone numbers, payment card details, and whether you'd like to opt for confirmation and/or reminder texts.

Payment and receipts

You do not need to pay anything when applying for a pay by phone resident visitor parking account with the Council. Once you start using the RingGo system for purchasing resident visitor parking sessions you can register a credit or debit card which can then be stored for future use.

Every time you book a parking session you will be asked to confirm payment using stored card details by providing the CCV number (3-digit number on the back of the card). Other householders without access to your card can use their own credit or debit card to pay.

VAT receipts and statements will be available at your online account - log in at www.MyRingGo.co.uk using your phone number and PIN.

How to check your remaining parking session threshold

You can check your parking session threshold, i.e. the number of parking sessions you have left, at any time by calling the RingGo system on 020 3046 0005 from one of your nominated telephone numbers.

Where to park

A parking session will enable your visitor to park in any vacant on-street resident permit holder's space, or shared use space, during the operational hours of the controlled parking zone. The zone letter(s) and hours of operation are displayed on signs at the entry points to the zone, and in some cases, on signs adjacent to the parking spaces. Parking places are **not** controlled outside of the zones' restricted hours.

Visitors to residents of zones A1 and A2 can **only** park within either of those zones. Visitors to residents of any other zone can park in any zone **except** A1 or A2.

Please see the table of places where resident visitor parking sessions are valid overleaf. Resident visitor parking sessions are not valid in off-street car parks or pay and display bays **except** where otherwise stated by signs at the locations or in the table in **When and where resident visitor parking sessions can be used**.

Suspensions

The Council regularly suspends parking bays from normal use for various reasons, e.g. house moves. Any unauthorised vehicles found parked in a suspended bay may be liable for a Penalty Charge Notice. If your visitor's vehicle is to remain in the same bay for a number of days then you should check daily for any suspension notices.

Change of address

If you change address to another controlled parking zone then you will need to apply for an account at your new address, making sure that you put your old address on the application form. Your previous account will be cancelled and you will get a new 120 session threshold.

If you move out of any controlled parking zone or out of the borough then please notify the Council using the 'Change of Address' form, available from the Council using the contact details under **More information**. Your account can be then be cancelled. If you do not notify the Council of a change of address then the new residents will not be able to apply for resident visitor parking as only one account is allowed per household.

Renewing

The Council will normally send a renewal reminder letter or email to you a few weeks before expiry of your account; however, it is your responsibility to renew your account irrespective of whether you receive a reminder. Although proofs will not be requested, you will be required to agree to a declaration that you are still eligible, and the Council may ask for proofs at any time.

On renewal, your parking session allocation will be 'reset' for a further 12 months to 120 sessions. Sessions will **not** be carried over, unless already booked in advance.

Refunds

If you need a refund for unused parking session(s), you will need to apply in writing to the Council.

Due to payment handling rules, once authorised by the Council all refunds are made by RingGo back to the card originally used to pay for the parking session(s). Please allow 28 days for the processing of your refund request.

Write to Parking Permits, PO Box 466, Twickenham TW1 9JT or email parkingpermits@richmond.gov.uk stating

- Your name, address and RingGo account number (i.e., your primary contact number)
- The telephone number used to book the parking session if it's not your primary contact number
- The registration number of the vehicle booked to park
- The zone, time, and date the booking was for
- A brief explanation of why you need a refund.

Offences

The following are offences and the Council may take further action if you are found to be committing one.

False statements

It is an offence to make a false statement in order to procure resident visitor parking, and the Council may prosecute under either the Theft Acts or other relevant criminal legislation.

The maximum penalty on conviction or indictment is five years imprisonment and/or a fine on summary conviction, six months imprisonment or a fine of up to £5,000.

Mishandling and forging documents

It is an offence to:

- Use or lend to another person any permit or other authorisation with intent to deceive, and
- Make or have in one's possession anything so closely resembling a permit or other authorisation as to be calculated to deceive.

The maximum penalty on conviction is two years' imprisonment or a fine of up to £5,000.

Parking in a permit bay without a valid resident visitor parking session

It is an offence to park in a resident's bay without having a valid resident visitor parking session even if an application for an account has been sent to the Council.

Vehicle must be licensed

It is an offence under the Vehicle Excise and Registration Act 1994 (Section 29) to use or keep a mechanically propelled vehicle on a public road if the vehicle is unlicensed, and it is also an offence to use or keep such a vehicle on a public road if the license is not displayed on the vehicle.

More information

You can find more information or get copies of forms

- Online at www.richmond.gov.uk/parking
- By phone by calling 020 8891 1411*
- By textphone on 020 8831 6001*
- By email to parkingpermits@richmond.gov.uk
- By post to Parking Permits, PO Box 466, Twickenham TW1 9JT.

(* 9am to 5 pm, Monday to Friday, excluding Bank and Public holidays)

When and where resident visitor parking sessions can be used

This table provides information on what hours your visitors will need to pay for parking, and what types of bay parking sessions are valid in. Zones marked with a + are not in operation on Bank or Public Holidays. In addition to the information provided on the below table, you should always refer to signs at the place of parking, as times may vary from those shown here.

Zone	Zone hours	Bays where parking permits are valid
A1	Mo to Sa 8:30am to 6:30pm and Su, Bank Holidays 11am to 5pm (around The Green)	A1 or A1 and A2 "Resident Permit Holders Only"; A1 or A1 and A2 "Resident Permit Holders Only" / "Pay and Display"; A1 or A1 and A2 "Pay and Display" (as shown on pay and display machine plates) between 8.30am and 9.30am and between 5.30pm and 6.30pm only; Friars Lane car park, Richmond between 8.00am and 9.30am and between 5.30pm and 6.30pm only.
A2	Mo to Sa 8:30am to 6:30pm +	A2 or A1 and A2 "Resident Permit Holders Only"; A2 or A1 and A2 "Resident Permit Holders Only / Pay and Display"; A2 "Resident Permit holder or Business Permit Holders only"; A2 or A1 and A2 "Pay and Display only" (as shown on pay and display machine plates) between 8.30am and 9.30am and between 5.30pm and 6.30pm.
A3	Mo to Sa 8:30am to 6:30pm +	A3 "Permit Holders Only".
B	Mo to Fr 10am to 6:30pm +	B or B1 "Permit Holders Only"; B1 "Resident Permit Holders Only".
B1	Mo to Fr 10am to noon +	B1 "Permit Holders Only"; B1 "Resident Permit Holders Only".
B2	Mo to Fr 10am to noon +	B2 "Permit Holders Only".
C	Mo to Fr 8:30am to 6:30pm +	C "Resident Permit Holders Only"; C "Resident Permit Holders Only" / "Pay and Display"; HM (Heatham CPZ) – all permit on Event Days at Twickenham; R (Twickenham Event) – all resident permit on Event Days at Twickenham.
CB	Mo to Sa 8am to 6:30pm + (Mo to Su 8am to 9:30pm Byfeld Gardens only)	CB "Resident Permit Holders Only"; CB "Resident Permit Holders Only" / "Pay and Display"; CB "Permit Holders Only"; CB / B1 Resident Permit Holders Only".
CR	Mo to Fri 10am to 4:30pm +	CR "Permit Holders Only"; CR "Permit Holder / Pay by Phone"
D	Mo to Sa 8:30am to 6:30pm +	D "Resident Permit Holders Only"; D "Resident or Business Permit Holders Only"; D "Resident Permit Holders Only" / "Pay and Display"; D "Resident or Business Permit Holders Only" / "Pay and Display"; Holly Road Car Park, Twickenham.
E	Mo to Fr 8:30am to 10:30am +	E "Permit Holders Only".
ES	Mo to Fr 10am to noon +	ES "Resident Permit Holders Only"; ES "Permit Holders Only"; ES "Permit Holders Only" / "Pay and Display".
F	Mo to Fr 10am to 4:30pm +	F "Resident Permit Holders Only"; F "Resident or Business Permit Holders Only".
G	Mo to Fr 10am to 4:30pm +	G "Resident Permit Holders Only"; G "Resident Permit Holders Only" / "Parking voucher".
H	Mo to Su 8:30am to 6:30pm +	H "Permit Holders Only"; H "Permit Holders Only" / "Pay and Display".
HM	Mo to Sa 9am to 6:30pm +	HM "Resident Permit Holders Only"; C (Cole Park CPZ) – all permit on Event Days at Twickenham; R (Twickenham Event) – all resident permit on Event Days at Twickenham.
J	Mo to Fr 10am to 2pm +	J "Resident Permit Holders Only"; J "Resident Permit Holders Only" / "Parking voucher".
KA	Mo to Fr 10am to noon +	KA "Permit Holders Only".
KB	Mo to Fr 10am to noon +	KB "Permit Holders Only".
KC	Mo to Su 10am to 4:30pm (including Bank Holidays) 10am to 11pm during major events	KC "Permit Holders Only"; KC "Permit Holder /Pay by Phone".

Zone	Zone hours	Bays where parking permits are valid
KS	Mo to Su 8am to 10pm +	KS "Permit Holders Only"; KS "Permit Holder / Pay and Display".
M	Mo to Fr 9am to 11am +	M "Resident Permit Holders Only"; M "Permit Holders Only"; M "Resident Permit Holders Only" / "1 Hour No Return Within 1 Hour".
M1	Mo to Su 8:30am to 6:30pm +	M1 "Resident Permit Holders Only".
N	Mo to Sa 10am to 4:30pm +	N "Resident Permit Holders Only"; N "Permit Holders Only" / "Pay and Display"; N "Permit Holders Only" / "Parking voucher".
S	Mo to Fr 10am to 4:30pm +	S "Resident Permit Holders Only"; S "Permit Holders Only" / "Pay and Display"; S "Permit Holders Only" / "Parking voucher". Permits are NOT valid for use in S1 "Resident Permit Holders Only" or S1 "Permit Holders Only" / "Parking voucher".
S1	Mo to Su 10am to 4:30pm between 01/04 and 31/10; Mo to Fr 10am to 4:30pm between 01/11 and 31/03	S and S1 "Resident Permit Holders Only"; S and S1 "Permit Holders Only" / "Parking voucher"; S "Permit Holders Only" / "Pay and Display".
S2	Mo to Fr 10am to 4:30pm +	S2 "Resident Permit Holders Only".
S3	Mo to Fr 10am to noon +	S3 "Resident Permit Holders Only"; S3 "Resident Permit Holders Only / 1 Hour Free"; S3 "Resident Permit Holders Only / Pay and Display".
SF	Mo to Fr 10am to 4:30pm +	S or F "Resident Permit Holders Only"; S "Permit Holders Only" / "Pay and Display"; S "Permit Holders Only" / "Parking voucher"; F "Resident or Business Permit Holders Only". Permits are NOT valid for use in S1 "Resident Permit Holders Only" or S1 "Permit Holders Only" / "Parking voucher".
SH	Mo to Fr 10am to 4:30pm +	SH "Permit Holders Only"; SH "Permit Holder / Pay and Display"; SH "Permit Holder / Pay by Phone".
SH/WT	Mo to Sa 8:30am to 6:30pm +	SH/WT "Permit Holders Only"; SH/WT "Permit Holder / Pay by Phone" SH "Permit Holders Only"; SH "Permit Holder / Pay and Display"; SH "Permit Holder / Pay by Phone" WT "Permit Holders Only"; WT "Permit Holders / Pay and Display".
T	Mo to Fr, 8:30am to 10:30am + (Mo to Fr, 10am to 4:30pm + Waldegrave Road only)	T "Resident Permit Holders Only"; T "Permit Holders Only".
T1	Mo to Fr, 10am to 4:30pm +	T1 "Permit Holders Only".
WC	Mo to Fr, 10am to 2pm + Event days 11am to 11pm	WC "Permit Holders Only".
WR	Mo to Sa, 8:30am to 6:30pm + Event days 11am to 11pm	WR "Permit Holders Only"; WR "Permit Holder / Pay by Phone".
WS	Mo to Fr, 10am to 2pm + Event days 11am to 11pm	WS "Permit Holders Only".
WT	Mo to Sa, 8:30am to 6:30pm +	WT "Permit Holders Only"; WT "Permit Holders / Pay and Display".
X	Mo to Sa 8:30am to 6:30pm +	X "Resident Permit Holders Only"; X "Resident or Business Permit Holders Only"; X "Resident or Business Permit Holders Only" / "Pay and Display"; X "Pay and Display" (as shown on pay and display machine plates) between 8.30am and 9.30am and between 5.30pm and 6.30pm only.
X1	Mo to Sa 8:30am to 12:30pm +	X1 "Permit Holders Only".
Z1	Mo to Sa 8:30am to 6:30pm +	Z1 "Resident Permit Holders Only".
Z2	Mo to Su 8:30am to 6:30pm +	Z2 "Resident Permit Holders Only".
Z3	Mo to Su 8am to 9:30pm	Z3 "Resident Permit Holders Only"; Z3 "Resident Permit Holders Only / Pay and Display".
Z4	Mo to Fr 10:30am to 2:30pm +	Z4 "Resident Permit Holders Only".
Z5	Mo to Su 8:30am to 6:30pm +	Z5 "Resident Permit Holders Only"; Z5 "Resident Permit Holders Only" / "Pay and Display".

If you need this document in Braille, large print, audio tape or in another language, please call 020 8891 1411 or textphone on 020 8831 6001